

Western Cape: Draft Schedule of Service Delivery Standards Table - Oudtshoorn (WC045) 2020/21

Standard	Description	Service Level
Solid Waste Removal		
	Premise based removal (Residential Frequency)	Once a week
	Premise based removal (Business Frequency)	3 times a week
	Bulk Removal (Frequency)	Once a week
	Removal Bags provided(Yes/No)	Yes - quarterly
	Garden refuse removal Included (Yes/No)	Yes
	Street Cleaning Frequency in CBD	Daily
	Street Cleaning Frequency in areas excluding CBD	Daily
	How soon are public areas cleaned after events (24hours/48hours/longer)	24 Hours
	Clearing of illegal dumping (24hours/48hours/longer)	24 Hours
	Recycling or environmentally friendly practices(Yes/No)	Yes - Contractor provides ser
	Licenced landfill site(Yes/No)	Yes
Water Service		
	Water Quality rating (Blue/Green/Brown/N0 drop)	No drop
	Is free water available to all? (All/only to the indigent consumers)	Only to Indigents
	Frequency of meter reading? (per month, per year)	Per month
	Are estimated consumption calculated on actual consumption over (two month's/three month's/longer period)	Six months
	On average for how long does the municipality use estimates before reverting back to actual readings? (months)	For three months
<i>Duration (hours) before availability of water is restored in cases of service interruption (complete the sub questions)</i>		
	One service connection affected (number of hours)	24
	Up to 5 service connection affected (number of hours)	24
	Up to 20 service connection affected (number of hours)	24
	Feeder pipe larger than 800mm (number of hours)	48
	What is the average minimum water flow in your municipality?	10 MI/day
	Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)	Yes
	How long does it take to replace faulty water meters? (days)	5
	Do you have a cathodic protection system in place that is operational at this stage? (Yes/No)	no
Electricity Service		

What is your electricity availability percentage on average per month?	
Do your municipality have a ripple control in place that is operational? (Yes/No)	Yes
How much do you estimate is the cost saving in utilizing the ripple control system?	Software simulation
What is the frequency of meters being read? (per month, per year)	Per month
Are estimated consumption calculated at consumption over (two month's/three month's/longer period)	Six month
On average for how long does the municipality use estimates before reverting back to actual readings? (months)	Three month
Duration before availability of electricity is restored in cases of breakages (immediately/one day/two days/longer)	One day
Are accounts normally calculated on actual readings? (Yes/no)	Yes
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)	Yes
How long does it take to replace faulty meters? (days)	on first report; same day
Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No)	Yes
How effective is the action plan in curbing line losses? (Good/Bad)	Good
How soon does the municipality provide a quotation to a customer upon a written request? (days)	10 but 30 if network extention
How long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days)	30
How long does the municipality takes to provide electricity service for low voltage users where network extension is not required? (working days)	30 but 2 months if network ex
How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days)	By agreement
Sewerage Service	
Are your purification system effective enough to put water back in to the system after purification?	No
To what extend do you subsidize your indigent consumers?	100% subsidy on first toilet
How long does it take to restore sewerage breakages on average	
Severe overflow? (hours)	12
Sewer blocked pipes: Large pipes? (Hours)	2
Sewer blocked pipes: Small pipes? (Hours)	1
Spillage clean-up? (hours)	5
Replacement of manhole covers? (Hours)	2
Road Infrastructure Services	
Time taken to repair a single pothole on a major road? (Hours)	48
Time taken to repair a single pothole on a minor road? (Hours)	48
Time taken to repair a road following an open trench service crossing? (Hours)	200
Time taken to repair walkways? (Hours)	200

Property valuations	
How long does it take on average from completion to the first account being issued? (one month/three months or longer)	One month
Do you have any special rating properties? (Yes/No)	Yes
Financial Management	
Is there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/Increase)	Decrease
Are the financial statement outsourced? (Yes/No)	No
Are there Council adopted business process restructuring the flow and management of documentation feeding to Trial Balance?	Yes
How long does it take for an Tax/Invoice to be paid from the date it has been received?	30 days
Is there advance planning from SCM unit linking all departmental plans quarterly and annually including for the next two to three years procurement plans?	Yes
Administration	
Reaction time on enquiries and requests?	7 days
Time to respond to a verbal customer enquiry or request? (working days)	Immediately
Time to respond to a written customer enquiry or request? (working days)	7 days
Time to resolve a customer enquiry or request? (working days)	14 days
What percentage of calls are not answered? (5%,10% or more)	
How long does it take to respond to voice mails? (hours)	
Does the municipality have control over locked enquiries? (Yes/No)	No
Is there a reduction in the number of complaints or not? (Yes/No)	Yes
How long does it take to open an account to a new customer? (1 day/ 2 days/ a week or longer)	1 day
How many times does SCM Unit, CFO's Unit and Technical unit sit to review and resolve SCM process delays other than normal monthly management meetings?	
Community safety and licensing services	
How long does it take to register a vehicle? (minutes)	± 5 minutes
How long does it take to renew a vehicle license? (minutes)	± 5 minutes
How long does it take to issue a duplicate registration certificate vehicle? (minutes)	± 5 minutes
How long does it take to de-register a vehicle? (minutes)	± 5 minutes
How long does it take to renew a drivers license? (minutes)	± 5 minutes
What is the average reaction time of the fire service to an incident? (minutes)	± 5 minutes
What is the average reaction time of the ambulance service to an incident in the urban area? (minutes)	Not a municipal function
What is the average reaction time of the ambulance service to an incident in the rural area? (minutes)	Not a municipal function

Economic development		
How many economic development projects does the municipality drive?		15
How many economic development programme are deemed to be catalytic in creating an enabling environment to unlock key economic growth projects?		30
What percentage of the projects have created sustainable job security?		70
Does the municipality have any incentive plans in place to create an conducive environment for economic development? (Yes/No)	No	
Other Service delivery and communication		
Is a information package handed to the new customer? (Yes/No)	No	
Does the municipality have training or information sessions to inform the community? (Yes/No)	No	
Are customers treated in a professional and humanly manner? (Yes/No)	Yes	